Published by PharmaCare to provide information for British Columbia's community pharmacists.
Please circulate among dispensing staff.

Transfer of PharmaCare and Medical Services Plan Operations

As described in the enclosed information, effective **April 1, 2005**, the operations of PharmaCare and Medical Services Plan (MSP) are being delivered by MAXIMUS BC under the name **Health Insurance BC (HIBC)**.

Contact numbers for pharmacies, suppliers, emergency departments and software vendors are not changing:

Toll-free	1 800 554-0225
Vancouver	604 682-7120
Victoria	250 952-2867

The only exception is the pharmacy line to the Fair PharmaCare Registration Desk, which has been discontinued. Information on Fair PharmaCare registration will now be available through the main HIBC HelpDesk at the contact numbers below.

New contact numbers for the public will provide access to both MSP and PharmaCare information.

Toll-Free	1 800-663-7100
Vancouver	604 683-7151

To ensure a smooth transition, all existing contact numbers for the public continue to operate after April 1st, 2005, and are automatically forwarded to HIBC.

BRITISH COLUMBIA Ministry of Health Services Deputy Minister's Office Strategic Initiatives & Corporate Services

MEMORANDUM

April 1, 2005 526430

To: Stakeholders

Re: Medical Services Plan and PharmaCare Announcement

The Province is committed to providing high quality services for British Columbians accessing Medical Services Plan (MSP) and PharmaCare in ways that are efficient, effective and sustainable in the long term.

Effective April 1, 2005, the Ministry of Health Services has contracted with MAXIMUS BC to deliver the operations of MSP and PharmaCare. MAXIMUS BC is a British Columbia incorporated company, with BC resident directors, that will operate exclusively to deliver these services. During the past few months, the Ministry and MAXIMUS BC have worked closely to ensure a smooth and seamless transition.

The organization has a new name - **Health Insurance BC (HIBC)**. The primary objective of HIBC is to improve service to the public while continuing to ensure the highest level of privacy protection.

The current ways that the public and providers access MSP and PharmaCare will not change. The new service delivery model preserves what is working well and will build upon that base to improve service to the public in the coming months - the enclosed document summarizes all changes. We encourage you to share this information with your staff, colleagues and constituents.

Many of the staff currently working in MSP PharmaCare have transferred over to HIBC, therefore we have a high level of continuity as the program moves across to HIBC. In addition, HIBC has hired more staff and installed more phone lines to immediately improve services to the public. All telephone calls and program transactions will be centralized in a new facility at 712 Yates Street in Victoria. For day-to-day enquiries, please speak to the appropriate contact identified on the enclosed list.

The government will continue to have ownership and control of all information, set all policy and be accountable for all services to protect British Columbians' personal privacy.

If you have any questions please contact Leslie Wolfe at 250 952-1624.

The Ministry and HIBC look forward to working together to improve service delivery for this important program on a sustainable basis.

For more information on this initiative please visit:
http://www.healthservices.gov.bc.ca/cpa/mediasite/hbo_announce.html

David Woodward
Deputy Minister
Strategic Initiatives and Corporate Services

HealthInsurance

Health Insurance British Columbia (HIBC) is the new name for the program supporting the Medical Services Plan (MSP) and PharmaCare. Starting April 1, 2005, HIBC is working to improve customer service for the public and health care providers.

What Is Changing?

- Members of the public and providers each have a single toll free or local number. Through their respective phone numbers, they will be able to access customer service representatives equipped to provide information on MSP, PharmaCare and the Travel Assistance Program. (see contact list)
- HIBC has installed more phone lines and hired more staff to answer calls.
- When calling HIBC, beneficiaries will use a new, friendly voice activated system that will also offer the choice to speak with an HIBC representative during regular business hours.
- Providers can use a one-stop, touch-tone telephone menu that allows rapid navigation.
- Providers can now opt to speak with a customer service representative when calling the Interactive Voice Response (IVR) to verify MSP Coverage or apply to the Travel Assistance Program (TAP) for their patients.
- In the near future, new residents applying for MSP, Fair PharmaCare and Premium Assistance will be able to use one simplified form.
- Website enhancements provide a single web page where beneficiaries can access all HIBC links. Other web enhancements include:
    - A direct link to the new resident program application package
    - A more responsive e-mail contact link
- The primary office location is 712 Yates St, Victoria.

What Is Not Changing?

- MSP and PharmaCare program benefits, policies and functions
- Claims processing, claims adjudication and payment functions
- Mailing addresses
- Direct phone numbers for providers:
    - MSP Coverage
    - Travel Assistance Program (TAP)
    - Teleplan
    - PharmaCare InfoLine (IVR)
- Direct access phone numbers for Group Administrators
- Direct access phone number for Government Agents
- Calls to existing beneficiary numbers, and to the existing provider numbers for the PharmaNet HelpDesk, will automatically be forwarded to HIBC.

HEALTH INSURANCE BC – STAKEHOLDER CONTACT LIST
April 2005

To contact the Medical Services Plan and PharmaCare Operations:

TELEPHONE:

General Public:	1 800 663-7100 Vancouver 604 683-7151
Physicians & Other Health Care Providers:	1 866 456-6950 Vancouver 604 456-6950
Group Administrators:	1 877 955-5656 Vancouver 604 683-7520
Web Site:	www.hibc.gov.bc.ca or www.healthservices.gov.bc.ca

Contact numbers for pharmacies, suppliers, emergency departments and software vendors are not changing.

MAILING ADDRESSES:

General Public	HIBC/Medical Services Plan PO Box 9035 Stn Prov Govt Victoria, BC V8W 9E3
Physicians & Other Health Care Providers	HIBC/Medical Services Plan PO Box 9480 Stn Prov Govt Victoria, BC V8W 9E7
Group Administrators	HIBC/Medical Services Plan PO Box 9140 Stn Prov Gov Victoria, BC V8W 9E5
General Public - Pharmacists	PharmaCare PO Box 9655 Stn Prov Govt Victoria, BC V8W 9P2